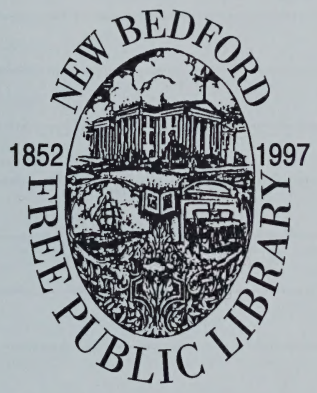
# THE ONE HUNDRED FORTY-FOURTH ANNUAL REPORT OF THE




## CITY OF NEW BEDFORD
## MASSACHUSETTS

FOR THE YEAR

JULY 1, 1996 - JUNE 30, 1997

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**BOARD OF TRUSTEES**
**NEW BEDFORD FREE PUBLIC LIBRARY**

HONORABLE MAYOR, CHAIRPERSON,
EX-OFFICIO

MICHAEL HOGAN, VICE-CHAIR
MILDRED BARRY
VERY REV. CONSTANTINE S. BEBIS
CARL CRUZ
CECILIA FELIX
ANTHONY J. FERREIRA
ROSE FERREIRA
DR. JOHN FLETCHER
ELSIE R. FRAGA

THERESA COISH, DIRECTOR

| PERSONNEL NAME | TITLE/LOCATION | CLASSIFICATION |
|---|---|---|
| Theresa Coish | Administration | Director |
| Martine Hargreaves | Coordinator /Reference Services | Librarian III |
| Vicki Lukas | Coordinator/Technical Services | Librarian III |
| Gail Roberts | Coordinator/Youth Services | Librarian III |
| Carol Bellefeuille | Community Service Librarian | Librarian II |
| Paul Cyr | Curator of Special Collections | Librarian II |
| William Schneller | Head of Interlibrary Loan/ Subregional Services | Librarian II |
| Maria J. Carvalho | Casa da Saudade Branch Manager | Librarian II |
| Dale Easton | Howland-Green Branch Manager | Librarian II |
| Olivia Melo | Wilks Branch Manager | Librarian II |
| Sharon Pinho | Buttonwood Branch Manager | Librarian II |
| Pauline Bolduc | Reference Services/Retired | Librarian I |
| Ernestina Furtado | Special Collections | Librarian I |
| Dolores Henry | Reference Services | Librarian I |
| Susan Hughey | Reference Services | Librarian I |
| Joseph Wisniewski | Reference Services | Librarian I |
| Joan Barney | Special Collections | Library Assistant II |
| Philip Dimor | Technical Services | Library Assistant II |
| Beverly Gracia | Technical Services | Library Assistant II |
| Eileen Michaud | Interlibrary Loan | Library Assistant II |
| Maria Melo | Administration | Lib. Asst. to Director |
| Ruth Vital | Administration | Bookkeeper |
| Rita Chapdelaine | Main Library | Library Assistant I |
| Donna Cordeiro | Main Library | Library Assistant I |
| Patricia Mello | Technical Services | |
| Andrea Monteiro | Interlibrary Loan/Reference | Library Assistant I |
| Zelinda Pereira | Buttonwood Branch | Library Assistant I |
| | | Library Assistant I |

| NAME | TITLE/LOCATION | CLASSIFICATION |
|---|---|---|
| Janice Pina | Buttonwood Branch | Library Assistant I |
| Janine Prescott | Wilks Branch | Library Assistant I |
| Pauline Robillard | Bookmobile Services | Library Assistant I |
| Maria Robertson | Howland-Green Branch | Library Assistant I |
| Dineia Sylvia | Casa da Saudade Branch | Library Assistant I |
| | | |
| Tammy Arruda | Wilks Branch | Lib. Asst..I/20 hrs. Lib. |
| Carmen Brodeur | Howland-Green Branch | Asst. I/20 hrs. Lib. |
| Claribel Cordero | Wilks Branch | Asst. I/20 hrs. Lib. |
| Mary Jane Easton | Main Library | Asst. I/20 hrs. Lib. |
| Jeanette Harrison | Buttonwood Branch | Asst. I/20 hrs. Lib. |
| Joyce Medeiros | Wilks Branch | Asst. I/20 hrs. Lib. |
| Anna Monteiro | Casa da Saudade Branch | Asst. I/20 hrs. |
| | | |
| Kathleen Correia | Technical Services | Library Aide II |
| | | |
| James McDonald | Bookmobile Services | Driver |
| Thomas Medeiros | Interlibrary Loan | Van Driver |
| | | |
| Natacha Borges | Casa da Saudade Branch | Page |
| Anabela Correia | Wilks Branch | Page |
| Melissa Correia | Interlibrary Loan | Page |
| Sandra Matias | Casa da Saudade Branch | Page |
| Celia Pestana | Wilks Branch | Page |
| Genevra Roderick | Buttonwood Branch | Page |
| Nicole Rosa | Howland-Green Branch | Page |

# ANNUAL REPORT OF THE NEW BEDFORD FREE PUBLIC LIBRARY

To the Honorable Mayor and members of the City Council:

I herewith submit a report of the activities of the New Bedford Free Public Library for the year beginning July 1, 1996 and ending June 30, 1997.

**MISSION STATEMENT**

The mission of the New Bedford Free Public Library is to provide materials and services to help people obtain information to meet their personal, educational, and professional needs, placing particular emphasis on youth and reference service, and to serve as a repository for local history and art.

**HISTORY**

In 1852, New Bedford budgeted $1,500.00 to establish a free public library. This new public library inherited the collection of the New Bedford Social Library which was founded in 1807. Depending on who you talk to, New Bedford's library was either the first or second to be established in Massachusetts. In 1857, the collection was moved into its new building on William St. which is the current city hall. The next year, in 1858, the library became a federal depository serving the 4th U. S. Congressional District. A fire in 1906 gutted the existing city hall at 613 Pleasant St. The building was rebuilt and reopened in 1910. At that time, city hall moved over to William St. and the library moved to Pleasant St. Over time, the library grew as the city grew. It now consists of a main library, a bookmobile, and four branches: Buttonwood, Casa da Saudade, Howland-Green, and Wilks.

Since 1967, the main library has been a subregional headquarters library in the Eastern Massachusetts Regional Library System. It has the responsibility to provide reference service, interlibrary loan, daily delivery, and professional consultation to fifteen surrounding communities from Carver to Swansea, including the island of Gosnold. In 1987, the library became a founding member of SEAL, (SouthEastern Automated Libraries). Through this consortium, New Bedford residents have direct access to the holdings of the subregional libraries, the Bristol Community College Resource Center, the library at the Massachusetts Maritime Academy, and the library at Durfee High School.

**CURRENT STATUS**

A five year long range plan for 1996-2000, has been developed. Goals for years one and two have been met. In FY97, Library Administration met all of the required standards for certification set by the Massachusetts Board of Library Commissioners. As a result, the library remains certified and is eligible for federal and state grant funding.

In FY97 the following grant funds were awarded:

| | |
|---|---|
| New Bedford Cultural Council (for youth programs) | $800.00 |
| LSCA/LSTA State Grants: | |
| preservation of local history scrapbooks | $15,000.00 |
| family literacy outreach | $ 8,000.00 |

library renovation $200,000.00

The main library, still located in the historic building on Pleasant St., has been undergoing renovation since 1995. The building, beautiful in 1910, was in desperate need of repair and has undergone a substantial upgrade. It will be accessible to all, and climate controlled. Library administration moved in during March. Youth services and the circulation desk moved back in April. As the building becomes more complete, more departments are scheduled to return. The reconstruction of the building is expected to be complete in 1998, with window restoration to begin shortly after. Toward this goal, a Preservation Projects Fund Round III grant application was submitted to the Massachusetts Historic Commission. Awards will be announced in November 1997. (Post note: Through the city, the library was awarded $100,000.)

**PUBLIC SERVICES**

| circulation statistics | FY95 | FY96 | FY97 |
|---|---|---|---|
| System wide | 384,418 | 350,573 | 331,266 |
| Main Library | 101,106 | 1,499 | 2,063 |
| Bookmobile | 9,699 | 13,947 | 16,573 |
| Buttonwood | 81,166 | 122,336 | 116,315 |
| Casa da Saudade | 44,248 | 44,651 | 42,687 |
| Howland-Green | 39,874 | 47,571 | 42,529 |
| Wilks | 108,325 | 120,569 | 111,153 |

The museum pass program was substantially expanded in FY97 year as a result of patron requests compiled from our annual community satisfaction survey. With a library card, adults can borrow a pass which will admit a family to various museums at a reduced rate or no cost at all. This past year, 480 families borrowed passes.

For school aged children, the Youth Services Dept. co-ordinated the library' s annual summer reading program. At all sites, 348 children registered. A new approach, counting the number of hours spent reading, rather than books, was used. The total was 1,981 hours and 45 minutes which is the equivalent of 82 days. In addition, weekly summer craft programs drew in a total of 909 children.

Youth services programs:

| | | total attendance |
|---|---|---|
| 95 | Special programs | 2,231 |
| 225 | Preschool story times | 2,111 |
| 117 | Class visits, Gr. K-8 | 2,615 |
| 27 | Class visits, Preschool | 510 |
| juvenile and young adult circulation | | 141,142 |

As the end of the fiscal year approached, the reference department, located temporarily at the Wilks branch meeting room, was being packed for the move back to the main library. Interlibrary loan continued to operate from its temporary site at 181 Hillman St. System wide statistics for

reference and research queries and interlibrary loan requests are as follows:

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| Reference and research | 32,341 | 30,036 | 30,291 |
| Interlibrary loan | 5,064 | 6,113 | 5,364 |

The patron satisfaction survey referred to previously also indicated that patrons wanted a public word processing workstation. Using a spare computer and printer, this service was implemented in FY97 and used by 465 patrons.

Along with the ongoing day to day activities of the department, reference staff also made time to complete an online Community Resource File. This database, which is available on all the library's public access workstations, gives residents updated information about non-profit clubs and organizations serving our area.

To assist with the celebration of New Bedford's sesquicentennial, the special collections staff compiled information about all aspects of New Bedford's history including the parks, the namesakes of the city' s public schools, monuments, images of all the mayors, mayoral addresses of the 50th and 100th anniversaries, events that took place in 1847, historic photographs for the official program book, and anything else that was requested. In addition, the library trustees co-operated in the publication of a photographic history of the city titled, *Images of America New Bedford*, compiled by Anthony Sammarco and Paul Buchanan, utilizing archival photographs from both the library's collection and the personal collection of Reverend Constantine S. Bebis of St. George Greek Orthodox Church.

It was also a busy year for the library's art collection. The Whaling Museum borrowed a portrait of Abraham Howland, Jr., the city's first mayor. Eight Audubon prints were framed and exhibited by the New Bedford Art Museum along with a portrait of Audubon and a bust of James Arnold who gave the prints to the library. The bust of Daniel Ricketson was brought to the Wilks branch to be included in a special Ricketson exhibit set up at that location at the request of the city council.

Despite the fact that the main library was closed until April, the community had access to a high level of library service for all age groups. This was made possible by extending the branch hours of service. A highlight of branch operations follows.

**Bookmobile**

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| circulation | 9,699 | 13,947 | 16,573 |

On a rotating schedule the bookmobile visited 12 public elementary schools, 3 parochial schools, housing projects, nursing homes, the senior citizen center, elderly housing, homebound adults, day care centers, playgrounds, and sites for summer school. In December, the vehicle and staff participated in the North End Business Association Christmas Kick Off parade. As part of a state funded grant project, bookmobile staff co-ordinated 2 family literacy workshops, presented 39 story hour and book talk sessions, prepared 55 deposit collections for schools; and developed 15

booklists for recommended reading.

**Buttonwood Branch, 742 Rockdale Ave.**

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| circulation | 81,166 | 122,336 | 116,315 |
| reference queries | 2,459 | 4,048 | 5,400 |

This location operated a full 64 hours per week as the genealogy resources and staff occupied the meeting room during the main library renovation. Staff experienced a great influx of patrons,both local and out of town, who came to conduct genealogical research, pursue reference queries, request library materials, or use the public Internet workstation.Children's programs, for all ages, were scheduled regularly throughout the year and well attended. Buttonwood's annual flower planting program, the Child's Garden of Flowers, is a strong example of how libraries and youth can work together to enhance the local community.

**Casa da Saudade, 58 Crapo St.**

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| circulation | 44,248 | 44,651 | 42,687 |
| reference queries | 1,452 | 1,681 | 2,157 |

Our Portuguese branch library offered story times, class visits, exhibits, workshops, author presentations, and unique special programs for all ages in English, Portuguese, Criole, and Spanish. In collaboration with PACE, this site became a GNBC3 (Greater New Bedford Community Computing Center) site. As such, area residents gained access to computers for their personal and professional use including the ability to search the world wide web. Another collaboration with the Fall River based, SER Jobs for Progress, resulted in sponsorship from the Polaroid corporation for language classes to enable limited English speaking adults to improve their communication skills.

**Howland-Green - 3 Rodney French Blvd.**

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| circulation | 39,874 | 47,571 | 42,502 |
| reference queries | 2,659 | 2,811 | 1,725 |

Throughout FY97 the Howland-Green staff continued to schedule stimulating programs which would attract all age groups to the library. This included class visits, after school programs,family programs, cable television programs, visits to neighborhood schools, and outreach particularly to the Spanish community. This is an important element of Howland-Green's service program as the library's Spanish language collection is housed there. Another important element is children's services. During National Library Week, 20 school children participated in a clean up of the library's grounds. This singular effort emphasizes the importance of this branch library to its neighborhood community.

**Wilks, 1911 Acushnet Ave.**

| | FY95 | FY96 | FY97 |
|---|---|---|---|
| circulation | 108,325 | 120,569 | 111,692 |
| reference queries | 2,580 | 2,241 | 1,902 |

As with the Buttonwood branch, this location was also open 64 hours per week in FY97. During this time of extended service, staff made the library available to school and youth groups despite sharing space with the reference department. The Kempton School 5th and 6th grade homework club met there regularly. The Ashley, Lincoln, Swift, St. Joseph's, St. Mary's, and Kennedy-Donovan schools made regular visits. Teachers from the Ottiwell school incorporated this site into their summer literacy program. For the enjoyment of the community,both the Wilks staff and the Bookmobile staff participated in the North End Business Association Christmas Kick Off, being part of the parade, telling stories to children, and offering a puppet show.

**Collections**
At year's end the library's physical collection contained:
427,743 volumes, 13,016 periodicals and newspapers, 4,369 audio cassettes, 3,515 videos, 621 materials in electronic format (government document CD-ROMS), and 4,206 miscellaneous items ( kits, slide sets, etc.). These totals included 682 print and non-print subscriptions.

**Facilities**
The Howland-Green HVAC system received substantial repair but the system is entering into its 4th decade and will need to be replaced. All branch buildings need to have their rest rooms upgraded for accessibility requirements, fire alarm systems installed, carpets replaced, roof work undertaken, and exteriors painted. Across the city, there is an ongoing problem with thieves stealing the flags from the flag poles.

**Equipment**
Technical services staff reported continuing problems with aging computer equipment and accessories. Every effort was made to fix or upgrade existing equipment with little success. Equipment replacement will be a priority.

**Continuing Education**
All professional and support staff who provide public service received training on the various computer software products and with online database searching.

Respectfully submitted,

Theresa Coish, Director

## RECEIPTS FY97

| | | |
|---|---|---|
| Municipal Appropriation | 1,313,992.80 | |
| Municipal Equalization Grant | 69,152.19 | |
| Library Incentive Grant | 47,311.50 | |
| Non Resident Circulation Grant | 4,392.63 | |
| Bequest Funds | 120, 319.72 | |
| **Subtotal** | | |
| | | 1,555,168.84 |
| **FY96 Balances Brought Forward** | | |
| MEG/LIG Non Resident Circulation | 236,197.13 | |
| Trust Funds | 90,714.95 | |
| **Subtotal Balance Brought Forward** | 326,912.08 | |
| Grand Total | | **1,882,080.92** |

## EXPENSES FY97

| | | |
|---|---|---|
| Municipal Appropriations | | |
| 100 Account Salaries and Wages | 1,056,649.00 | |
| 200 Account Charges and Services | 127,776.95 | |
| 400 Account Supplies and Materials | 79,566.85 | |
| 800 Account Capital Improvements | 50,000.00 | |
| Total | | 1,313,992.80 |
| M .E. G ./L.I.G./Non-Resident | | |
| 100 Account Salaries and Wages | .00 | |
| 200 Account Charges & Services | 18,026.39 | |
| 400 Account Supplies & Materials | .00 | |
| 800 Account Capitol Outlay | .00 | |
| Trust Funds | 118,143.54 | |
| FY97 Balances Encumbered | | |
| M . E .G./L. I .G ./Non- Resident | 339,027.06 | |
| Trust Funds | 92,891.13 | |
| Total | | 568,088.73 |
| **Grand Total** | | **1,882,080.92** |

## EASTERN REGION RECEIPTS FY97

| | |
|---|---|
| Eastern Massachusetts Regional Library Program | 280,622.00 |

## EASTERN REGION EXPENSES FY97

| | | |
|---|---|---|
| Eastern Massachusetts Regional Library Program | | |
| 100 Account Salaries and Wages | 199,532.00 | |
| 200 Account Charges and Services | 37,448.42 | |
| 400 Account Supplies and Materials | 43,641.58 | |
| **Total EMRLS Program** | | **280,622.00** |

## TRUST FUND ACCOUNTS
## (JULY 1, 1996-JUNE 30, 1997)

| FUND NAME | ON HAND 6/30/96 | RECEIVED | EXPENDED | BALANCE 6/30/96 |
|---|---|---|---|---|
| Frederick S. Allen | 443.59 | 66.88 | .00 | 510.47 |
| Phillip & Roberta S. Barnet | 865.61 | | 253.00 | 612.61 |
| James B. Congdon | 213.88 | 38.68 | .00 | 252.56 |
| Crocker Fellowship | 1,589.00 | | 1,192.02 | 396.98 |
| George Crocker | 1,710.68 | 124.44 | .00 | 1,835.12 |
| Oliver Crocker | 491.68 | 108.85 | .00 | 600.53 |
| George Howland | 435.77 | 48.37 | .00 | 484.14 |
| Sylvia Ann Howland | 7,615.45 | 10,257.45 | 9,930.96 | 7,941.94 |
| Susan Jones | 1,619.66 | 1,020.88 | 1,769.59 | 870.95 |
| Kempton/Sarah Potter | 21,652.62 | 30,633.72 | 28,466.10 | 23,820.24 |
| Elizabeth Mackie | 475.23 | 66.88 | .00 | 542.11 |
| Charles W. Morgan | 447.22 | 49.96 | .00 | 497.18 |
| Bernard Perry | 252.02 | 66.94 | .00 | 318.96 |
| Clara Tripp | 2,504.22 | 2,140.00 | 3,955.22 | 689.00 |
| Florence Waite | 1,562.05 | 629.53 | 1,213.70 | 977.88 |
| Patty Wilcox | 1,759.13 | 187.81 | .00 | 1946.94 |
| Wilks Fund | 43,148.02 | 70,028.37 | 65,708.53 | 47,467.86 |
| Charles Wood | 538.74 | 22.35 | .00 | 561.09 |
| Chuck Woo | 406.27 | 147.92 | 93.41 | 460.78 |
| Kempton Lost Books | 2,984.11 | 4,680.69 | 5,561.01 | 2,103.79 |
| Total | 90,714.95 | 120,319.72 | 118,143.54 | 92,891.13 |

16p

ANNUAL REPORT

Free Public Library submitting

ANNUAL REPORT

FOR

FISCAL YEAR JULY 1,1966 - JUNE 30, 1997

IN CITY COUNCIL,March 26, 1998

Received and ordered printed in City Documents.

Janice A. Davidian, City Clerk

Attest.

City Clerk